Online PMP

Survival Guide

D.C. Office of Personnel
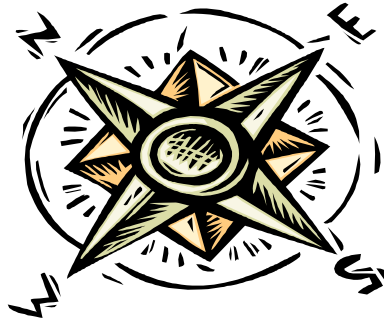
October 2002

Welcome to the Performance Management Program!

The PMP was introduced to the District government in the spring of 2000 to encourage employee development, promote fairness, and support the District's strategic goals and objectives. In FY 2003, there will be approximately 1,800 District managers, supervisors and excepted service employees participating in PMP.

In the summer of 2002, the DC Office of Personnel commissioned an evaluation of the PMP to help us maximize its effectiveness throughout the DC Government.   Input was solicited from agency directors, PMP employees, Human Resource Advisors, managers and supervisors. (Thanks again to all who participated!)

One major finding of the evaluation was the need for more information on the process of implementing PMP – particularly with the new Online PMP system. Based on this feedback, we developed this "**Online PMP Survival Guide**." We hope that this manual will help you find your way through the process of PMP – and lead to our ultimate goal of higher performance for the District government.

Using the Survival Guide – IMPORTANT!

Key information that pertains to all employees involved in PMP is included in the first chapter. This includes basic facts about the rating period, eligibility, and login and password information.

The processes involved in implementing PMP vary according to your "PMP Role." Therefore, we organized the chapters based on PMP roles, including: PMP Employee, PMP Supervisor, PMP Reviewer, Agency Director, and Human Resource Advisor. (PMP user roles are defined on pages 5 – 6 of this manual).

You may have more than one PMP role. For example, you may be a PMP Supervisor with responsibility for approving your subordinate's Performance Plans and Performance Evaluations. You may also be a PMP employee and complete a Draft Performance Plan or Self-Evaluation for yourself**.** In this example, you would need to know and understand the processes for PMP Employee, as well as PMP Supervisor. **Please read the chapter(s) that pertain to the role(s) you are assuming for the PMP transaction(s) you wish to complete.** HR Advisors should be familiar with all of the PMP roles.

We hope this Survival Guide helps you better manage performance for yourself, your agency, and the District government.

Thank you!
DC Office of Personnel
Policy and Program Development Division

Table of Contents

Essential Information to
Navigate through the PMP Process

WHO?

PMP Participants[1]

The Performance Management Program applies to the following employees:

- Non-unionized supervisory and managerial employees in the Career Service, including uniformed members of the Metropolitan Police Department at the ranks of Lieutenant, Captain, Inspector, Commander, and Assistant Chief;

- Employees in the Excepted Service appointed under the authority of D.C. Official Code § 1-609.03; and

- Employees in the Management Supervisory Service.

PMP "User Roles"

- PMP Employee: An employee who is covered under the Performance Management Program.

- PMP Supervisor: Supervises an employee covered under the Performance Management Program.

- PMP Reviewer: Manages a PMP Supervisor and is the PMP employee's 2nd –level supervisor.

- Human Resource Advisor: Primary HR contact for a specific agency. Responsible for implementing PMP within an agency. (*See "Appendix B" for complete listing of agency Human Resource Advisors.*)

- Agency Director: Head of entire agency that is under the Personnel Authority of the Mayor.

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[1] Proposed changes to District Personnel Manual Chapter 14, "Performance Management," include expansion of PMP to OCC supervisory attorneys and senior counsel who report to the Principal Deputy Corporation Counsel, Capital City Fellows, and non-unionized, non-supervisory employees identified by agency directors. 200 OCFO employees will also participate in PMP.

Sample PMP User Roles and Responsibilities

Agency Director "TERRY"

Performance Plans
- Creates a Performance Plan for Jeffrey (based on Jeffrey's Draft Performance Plan). *Pages 28 - 29*

Performance Evaluations
- Reviews and approves the Performance Evaluation that Jeffrey created for Betsy. *Pages 31 - 32*
- Accesses Jeffrey's Self-Evaluation. Completes Performance Evaluation for Jeffrey. Because Jeffrey reports to an Agency Director, there is not a Reviewer of his evaluation. Terry discusses evaluation with Jeffrey. *Pages 24 - 28*

PMP Reviewer "JEFFREY"

Performance Plan
- Creates a Performance Plan for Betsy (based on Betsy's Draft Performance Plan). *Pages 28 - 29*
- Creates his own Draft Performance Plan, and submits it to Terry. *Page 20 - 21*

Performance Evaluations
- Accesses Betsy's Self-Evaluation. Completes Performance Evaluation for Betsy and submits it to Terry for Reviewer's approval. After Terry approves, Jeffrey discusses the Performance Evaluation with Betsy. Terry, Jeffrey and Betsy all sign the Performance Evaluation. *Pages 24 - 28*
- Reviews and approves the Performance Evaluation that Betsy completed for Mike. *Pages 31 -32*
- Creates a Self-Evaluation and submits it to Terry. *Page 18- 19*

PMP Supervisor "BETSY"

Performance Plans
- Creates a Performance Plan for Mike (based on Mike's Draft Performance Plan). *Pages 28 - 29*
- Creates her own Draft Performance Plan, and submits to Jeffrey. *Page 20 -21*

Performance Evaluations
- Accesses Mike's Self-Evaluation. Completes Performance Evaluation for Mike and submits it to Jeffrey for Reviewer's approval. After Jeffrey approves, Betsy discusses the Performance Evaluation with Mike. Jeffrey, Betsy and Mike all sign the Performance Evaluation. *Pages 24 - 28*
- Creates a Self-Evaluation and submits it to Jeffrey. *Page 18- 19*

PMP Employee "MIKE

Performance Plan
- Creates his own Draft Performance Plan, and submits to Betsy. *Page 20 - 21*

Performance Evaluation
- Creates a Self-Evaluation and submits it to Betsy. *Page 18- 19*

WHAT?

Performance Plan

A Performance Plan identifies performance expectations for an individual. The Supervisor and Employee set and discuss the conditions of the Performance Plan at the outset of the rating period (or within 30 days of hire/promotion/transfer to a PMP-eligible position). A Performance Plan includes three parts:

- **Section #1, Review of Competencies**: The Supervisor and Employee review the competencies and how they apply to the employee's specific job. Fifteen competencies apply to managers and supervisors; ten apply to non-supervisors and non-managers. For complete definitions of competencies at three rating levels, click http://www.dcop.dc.gov/services/perf_mgmt/competency_def.shtm

- **Section #2, Individual Performance Plan**: This section identifies the Employee performance objectives for the coming year. It specifies performance goals related to job duties, and if desired, specific competencies. The Individual Performance Plan should be specific, measurable, challenging, and supportive of the individual's job responsibilities. All goals require a weighting and a due date.

- **Section #3, Individual Development Plan**: In this section, development objectives are set to strengthen employees' performance for both the current job and potential future assignments. It identifies performance areas currently in need of improvement as well as areas that support career development. If an employee receives a rating of "1" or "2" on any competency or goal in the Performance Evaluation, next year's Performance Plan should include a development objective that addresses that deficiency.

All three sections are included in a complete Performance Plan.

A PMP employee must have a complete, approved Performance Plan in place for at least 90 days prior to receiving a Performance Evaluation.

Performance Evaluation

The Performance Evaluation assesses individual performance relative to the expectations outlined in the Performance Plan and the competencies. It is a formal process that results in a numerical rating for each individual. An employee must have had a Performance Plan in place for at least 90-days before receiving a Performance Evaluation based on that Performance Plan. Both the Supervisor AND the Reviewer must approve the employee's Performance Evaluation. A signed hard copy of the Performance Evaluation is filed in the employee's Official Personnel Folder.

The PMP Rating levels are as follows:

5 -- Significantly Exceeds Expectations: Consistently and significantly exceeds performance expectations; exceptional accomplishments are obvious to managers and peers;

4 -- Exceeds Expectations: Consistently exceeds performance expectations in most areas and meets expectations in others;

3 -- Meets Expectations: Consistently meets key performance expectations and may exceed on some expectations;

2 -- Needs Improvement: Meets some performance expectations but requires improvement in one (1) or more areas; and

1 -- Does Not Meet Expectations: Consistently does not meet performance expectations.

WHEN?

PMP Rating Period

The rating period is the same as the fiscal year, October 1 – September 30

FY 2002 Performance Evaluations

All FY 2002 Performance Evaluations must be completed by **November 7, 2002**. *A Performance Evaluation is registered as completed when it is approved by the employee's supervisor **and** the Reviewer in Online PMP* (see "**Where?**" on page 10 for more information about Online PMP). The Employee, Supervisor and Reviewer should sign a hard copy of the Performance Evaluation. Annual Performance Evaluations are filed in the employee's Official Personnel Folder.

FY 2003 Performance Plans

All FY 2003 Performance Plans must be completed by **November 27, 2002** (or within 30 days of hire for employees that are promoted/hired/transferred to a PMP-eligible position) A *Performance Plan is registered as completed when it is approved by the employee's supervisor in Online PMP* (The Reviewer only approves Performance Evaluations NOT Performance Plans).   The Employee and Supervisor should sign a hard copy of the Performance Plan.

<u>Mid-Year Evaluation:</u>

A Mid-Year Evaluation may be conducted after an employee has had a Performance Plan in place for at least 90 days, and no later than 90 days prior to the end of the rating period (i.e., June 30).

<u>Performance Improvement Plan:</u>

A PIP is conducted when performance is deficient. The PIP outlines deficient areas and specific steps for improvement. The employee is on the PIP for 90 days. See DPM Chapter 14 has more information about the PIP process. (Note: The Performance Improvement Plan is NOT conducted on Online PMP. The template for the PIP is available at http://www.dcop.dc.gov/services/perf_mgmt/pmp_forms.shtm)

PMP TIMELINE

Oct. 2002	Nov. 2002	Dec. 2002 – Feb. 2003	March - June 2003	July – Sept. 2003

Begin PMP Process
- Attend PMP Workshop
- Review materials and notes concerning employee's performance during rating period
- Set up 'roster' in Online PMP: Select Reviewer and update Subordinate's list
- PMP Employees complete Self-Evaluations and Draft Performance Plans
- PMP Supervisors and Reviewers begin subordinate's Performance Evaluations

FY 2002 Performance Evaluations approved by November 7, 2002

FY 2003 Performance Plans completed by November 27

- Provide employee with coaching and feedback.

- Update Performance Plan to reflect job and/or agency changes

- Conduct a Mid-Year Evaluation
- Last date to update FY 2003 Performance Plan is June 30 – this is 90 days prior to the end of the rating period!

- Provide employee with coaching and feedback.

- Prepare for FY 2003 PMP Evaluations

WHERE?

PMP is implemented via the **Online PMP** system. The Online PMP system is accessed through the new HR Applications Gateway. The Gateway is an Intranet portal that provides a single point of entry for multiple DCOP applications. It is a "one stop shop" for all HR applications. *For information on Gateway security, please see the "Logging in to Online PMP" section on page 11.*

HR Applications Gateway

The Gateway is accessed on the DC government Intranet at:
http://dcopedm.dcop.dc.gov/gateway/

Because this is an Intranet application, users can not access the site from a remote site. Users must be connected to the DC WAN to access the Gateway and Online PMP.

Online PMP

Online PMP is an intranet-based system on which all Performance Plans and Performance Evaluations are created. It is a management tool designed specifically for the District's Performance Management Program. To access Online PMP, first enter the HR Applications Gateway, then select "Online PMP" in the upper left corner under the "**APPLICATIONS**" menu.

Submission to Official Personnel Folder

Supervisors should give a signed hard copy of all Performance Evaluations to the agency's HR Advisor. The HR Advisor will forward all signed Performance Evaluations to DCOP for filing within the employee's Official Personnel Folder. Hard copies of Performance *Plans* do not need to be forwarded to DCOP – only Performance Evaluations should be forwarded.

WHY?

The PMP was created to encourage employee development, promote fairness, and support the District's strategic goals and objectives.

HOW?

The subsequent sections of the Survival Guide answer the HOW to implement PMP on the new Online PMP system.

Logging in to Online PMP

Because these are official, personal documents that you want to keep private, the HR Applications Gateway and Online PMP are password-protected, secure systems.

Security

The HR Applications Gateway is a secure, password protected system. Each user must have a User Name (e.g., Jsmith or John W Smith) AND a password (e.g., Apples#1!) to gain access to the Gateway. User names and passwords that were established for Online PMP in FY 2002 will work again in FY 2003.

Forgot Your Password?

If you know your user name, a new password can be automatically generated from the system and directly emailed to you.

- **To get a new password**, proceed to the HR Applications Gateway screen and enter your user name. Click on "**Forgot Password."** The system will assign a temporary password and e-mail it to the address that is on file for you.

- **If you do NOT receive your temporary password** in your email inbox within one hour, an incorrect email address may be on file for you and you are therefore not receiving the temporary password. If you did not receive the temporary password after entering your correct user name, please send a message with your name, social security number, and agency name to HRGateway_Admin@dc.gov (*please note the underscore between the words "HRGateway" and "Admin")*

The DCOP Performance Management Unit *does not* have access to password information.

Forgot Your User Name?

- Eligible employees who need access to the HR Applications Gateway and Online PMP but forget their user name should contact their agency Human Resource Advisor (*See Appendix B for directory of agency HR Advisors*). HR Advisors have a complete listing of agency employee's user names.

  Once you have your correct user name, you can enter it into the login page of the HR Applications Gateway and then click "**Forgot Password**" to have it automatically emailed to you. (See above section on "Forgot Password.")

<u>New User?</u>

New Online PMP users should contact their agency Human Resource Advisor to obtain access to the Gateway and Online PMP. After you login for the first time with an assigned temporary password, the system will ask you to change it.

If you successfully logged in once, but the system will not allow you to re-enter the next time you try to log in, you may have disabled Internet "cookies." Please see your agency IT specialist to discuss.

<u>Creating a Password</u>

Passwords must contain:
- At least 8 characters
- Upper and lower case letters
- At least one special character such as (! @ # $ % ^ & *)
- At least one number

Passwords are CASE SENSITIVE!

Examples of passwords include: Apples#10! or June15,2002!

Privacy

**Passwords are PRIVATE and should NOT BE SHARED.
However, if you do share your password with another user, YOU are responsible
for all transactions that are completed with your name and password.**

Basic Buttons and Functions in Online PMP

<u>Printing and Saving Your Work in Online PMP</u>

<u>PRINT</u>

Do NOT use the print function in your Internet browser! Always use the PRINT function available within the Online PMP application. There are PRINT buttons located beneath the employee profile, and at the bottom of each Performance Plan or Performance Evaluation. After you select one of the PRINT buttons from within Online PMP, your Performance Plan/Evaluation will be converted with Adobe Acrobat Reader to create a clean version of the document that shows all goals and comments, as well as signature lines at the end. After the document is converted to Adobe, click the printer icon at the top of the screen to print.

<u>SAVE</u>

Do NOT use the SAVE function available through your Internet browser. Always use the SAVE functions available in the Online PMP system. There are SAVE buttons located beneath the employee profile, and at the bottom of each Performance Plan or Performance Evaluation. THE DOCUMENT WILL NOT SAVE if you use the SAVE icon in your Internet browser.

The following options may be available at the bottom of your screen:

<u>APPROVE</u>

This function saves your work and approves it. After clicking APPROVE, you will get another text message. For Evaluations, click OK to approve and send message to Reviewer that the document is ready for his/her review. If you click CANCEL – the Document will not register as approved! To complete the approval process, you must click APPROVE and then OK.

<u>SAVE</u>

Click here to SAVE your work. You will remain in the document you are currently working on after you click SAVE.

<u>SAVE and CLOSE</u>

Click on this button to save your document but move out of the document you are currently working on. After you click here you will have the option to "Print" or "Return to List of Subordinates."

<u>SPELLCHECK</u>

Click on this button to check your spelling.

<u>CANCEL</u>

Click on this button to cancel your work. IT DOES NOT SAVE YOUR WORK! If you want to save your work, click on SAVE before you click on CANCEL.

Automatic Email Notification

To successfully **receive emails** generated from Online PMP, you must have the correct email address on file. To check your email address:

1) Login to the HR Applications Gateway at http://dcopedm.dcop.dc.gov/gateway/

2) Click on "**Settings**" in the options listed in the banner at the top of the Gateway homepage. You will then view all of your personal settings within the Gateway.

3) To update your email address, click on "Email" option under the "**USER SETTINGS**" menu on the left.

To successfully **send emails** automatically generated from Online PMP, you must have established the correct roster within Online PMP, including Supervisor, Reviewer and Subordinates. For example, if you have not selected your Reviewer, the system will not know where to send the automatic email to notify the Reviewer that you have completed a subordinate's Performance Evaluation. If you have selected the wrong Reviewer, the wrong person will be alerted that the evaluation has been completed.

- To learn more about establishing your roster, please see page 23 in the PMP Supervisors chapter. Read the sections marked "**Add/Remove Subordinates**" and "**Select / Release Reviewer**."

- The PMP Employee does not select his/her own Supervisor or Reviewer. The PMP Supervisor selects the employee as his/her subordinate. The PMP Supervisor selects the Reviewer.

Personal Data Displayed in Online PMP

Online PMP pulls all of its employee data from the District's payroll system. Online PMP does not keep separate employee records. Therefore, all of the personal data that is displayed on the top of the employee's Performance Plan and Performance Evaluation is the official data that is on record in the UPPS payroll system.   Online PMP is updated with data from UPPS every two weeks.

All updates to official personnel information must be initiated by an official personnel action. The HR Advisor can do this by filling out the appropriate personnel form(s) and submitting it to the agency's servicing personnel office at either the Reeves Center or Judiciary Square.

Remember, the employee information that was saved with an FY 2002 Performance Plan will also be reflected on the corresponding FY 2002 Performance Evaluation. If an employee assumes a new position during the year, a new Performance Plan should be issued based on the new position.

PMP Employees

PMP Employee: Any employee covered under the Performance Management Program. PMP Employees may also assume the role of PMP Supervisor, PMP Reviewer or HR Advisor.

Online PMP Menu Options

The menu options presented to you after logging in depend on the access privileges you have been assigned in the system based on your PMP role(s).

All PMP employees have access to the "**PERSONAL DRAFTS**" menu. Following is a description of each of the options presented under the "**PERSONAL DRAFTS**" menu:

- **Performance Plan** – This menu option enables PMP Employees to create a Draft Performance Plan that can be shared with the PMP Supervisor through Online PMP. The PMP Employee's supervisor can create an Official Performance Plan from the Draft Performance Plan.

- **Performance Evaluation Form** – This menu option allows the PMP Employee to create a Self-Evaluation to share with his/her supervisor through Online PMP. The Employee's supervisor can create an Annual Evaluation from the Self-Evaluation.

All PMP employees have access to the "**HELP**" menu.

Self-Evaluation

The Self-Evaluation is a useful part of the PMP as it allows an individual to assess and rate him/herself honestly on all performance goals and criteria associated with his/her specific position. The Self-Evaluation also provides employees the opportunity to show the manager their perceptions regarding their performance. Each employee rates his/her performance on goals and competencies (15 competencies for managers/supervisors, and ten for non-supervisors).

You cannot create an FY 2002 Self-Evaluation (or receive an FY 2002 Annual Evaluation) if you have not had an FY 2002 Performance Plan in place for at least 90 days.

Creating Your Self-Evaluation

You are allowed to submit one Self-Evaluation to your supervisor during the rating period. To create a Self-Evaluation in Online PMP:

1. **Login**

   Login to Online PMP through the HR Applications Gateway at
   http://dcopedm.dcop.dc.gov/gateway/

2. Under the "**PERSONAL DRAFTS**" menu on the left, select "**Performance Evaluation Form.**"

3. **Review Options.**

   If you *do not* have an FY 2002 Performance Plan saved within the Online PMP system, you will only see the option to "**Print Blank Performance Evaluation form.**"   You are not eligible to receive an FY 2002 Performance Evaluation if you did not have the FY 2002 Performance Plan in place.

   If you *do* have an FY 2002 Performance Plan saved in Online PMP, you will be able to create a Self-Evaluation based on that Performance Plan. Select the option to "**Create Self-Evaluation**" and "**FY 2002**" and click "**Go To Performance Evaluation**."

4. **Create a Self-Evaluation**.   The Self-Evaluation is auto-populated with the competencies and goals from your current Performance Plan.   You cannot change goals or weightings at this point.

Remember! The personal information that appears at the top of the Performance Evaluation (name, grade, title, etc.) reflects the personal information that was saved at the time the corresponding Performance Plan was created.   If an employee assumes a new position during the year, a new Performance Plan should be issued based on the new position.

To complete the Self- Evaluation Form:

- **Rate Competencies**: If you are a supervisor or manager, rate yourself on all 15 competencies; rate only the first 10 competencies if you are a non-supervisory employee. Every competency *must* include a numeric rating and narrative comments to support the ratings. Use specific examples to support your ratings.

- **Rate SMART Goals**: Include a numeric rating and narrative comments for each goal. Remember to cite specific examples to support your ratings.

> **The Online PMP system will automatically generate a Competency Rating, a SMART Goal Rating and the**
> **Overall Performance Rating**.

5. **Send Self-Evaluation to Supervisor**. Upon completion of the Self- Evaluation, click **"Approve"** at the bottom of the Self-Evaluation. After you click "**Approve**" you will have the option to click **"Cancel"** or "**OK**."

- *If you are ready to send the Self-Evaluation to your Supervisor*, click "**OK**." This will automatically generate an email to notify your Supervisor that the Self-Evaluation is ready for his/her review.

- *If you are NOT ready to share the Self-Evaluation with your Supervisor*, and you want to continue working on it, click "**Cancel**." You will be able to return to your Self-Evaluation and continue working on it before sending it to your Supervisor for review.

6. After you complete your Self-Evaluation, your Supervisor has the ability to access your Self-Evaluation through the Online PMP system and create your Annual Evaluation from your Self-Evaluation.
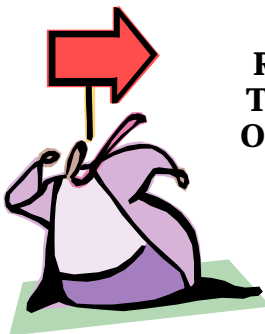
REMEMBER TO SAVE YOUR WORK FREQUENTLY!! USE THE "SAVE" BUTTON THAT IS AVAILABLE WITHIN THE ONLINE PMP SYSTEM – DO NOT USE THE SAVE BUTTON FROM WITHIN YOUR INTERNET BROWSER

Creating Your FY 2003 Draft Performance Plan

A **Draft Performance Plan** gives the **PMP Employee** the opportunity to state what he/she believes are his/her goals and development objectives for the rating period.

The PMP Employee enters goals and development objectives in a Draft Performance Plan. The Supervisor can access the Employee's Draft Performance Plan through Online PMP and use it to create the Employee's Official Performance Plan (and the Supervisor does not have to retype all of the information that the employee already entered!)

Remember!

An Employee DRAFT Performance Plan is not an OFFICIAL Performance Plan. The employee's supervisor must login and APPROVE the employee's Performance Plan in the system before it will be registered as complete and official.

Steps to Create Your Draft FY03 Performance Plan

1. **Login to Online PMP** through the HR Applications Gateway at
   http://dcopedm.dcop.dc.gov/gateway/

2. Click on "**Performance Plan**" under the "**PERSONAL DRAFTS**" menu option.

3. Click on "**Create New Draft Performance Plan**," select the appropriate dates, and click "**Go To Performance Plan**." You will see the template for your Draft Performance Plan.

4. **Complete your Draft Performance Plan**:
   a. Review the competencies and think about how they apply to your position
   b. Enter 3 – 5 SMART goals with weightings and due dates
   c. Enter 3 – 5 Development objectives (Include What?, How?, Who? and When?)

5. **Save your Draft Performance Plan** by clicking the "**Save**" button at the bottom of the screen. After you click "**Save**" you will have the option to click "**OK**" or "**Cancel**." (If you are completely finished and want to close out of your Draft Performance Plan, you can click "**Save and Close**.")

- *If you have completed your Draft Performance Plan*, and it is ready for your Supervisor's review, click "**OK**" at the text box prompt. An email will automatically be sent to your Supervisor to tell him/her that your Draft Performance Plan is ready for his/her review. At that point, your Supervisor will login to Online PMP and review/revise your Draft Performance Plan. (*Please see page 14 regarding the automatic email function*)

- *If you want to continue working on your Draft Performance Plan* – and it is NOT ready for your Supervisor's review – click "**Cancel"** at the text box prompt. You will be able to go back to your Draft Performance Plan and continue working on it before sending it to your Supervisor.

6. After your Supervisor creates your Performance Plan, he/she will **discuss the Performance Plan** with you. Following the discussion, the Supervisor will save the Official Performance Plan in Online PMP and print out a hard copy.

7. The Employee and the Supervisor should both **sign the hard copy** of the Performance Plan and keep a copy on file.

Printing

To print a hard copy of your Draft Performance Plan, click on one of the **"Print"** buttons within the application (*Do not use the Print icon within your Internet browser*). The Performance Plan will be formatted using Adobe Acrobat 5.0. Please make sure you have Adobe 5.0 loaded on your computer! If you need to update your version of Adobe Acrobat Reader to version 5.0, please go to http://www.adobe.com/ and download Adobe Acrobat Reader 5.0.

PMP Supervisors

PMP Supervisors

PMP Supervisor: Supervises an employee covered under the Performance Management Program. A PMP Supervisor may also assume the role of PMP Employee, PMP Reviewer, an HR Advisor, and/or an Agency Director.

Online PMP Menu Options

The menu options presented to you after logging in depend on the access privileges you have been assigned in the system based on your PMP role(s).

All PMP Supervisors have access to the "**SUBORDINATES**" menu, which contains the following functions:

- **Add/Remove Subordinates** – This function allows PMP Supervisors to select their roster of subordinates, and release subordinates that no longer report to them. Subordinates are added and released one at a time.
    - To ADD subordinates within your own agency, select "**Add Subordinate**", click "**OK**" and then apply the agency filter (drop down menu) at the next screen, and click "**OK**" again. Click on the circle next to subordinate's name, and then click "**Add Subordinate**."
    - To REMOVE a subordinate, select "**Remove Subordinate**," click on circle next to subordinate's name, and then click "**Remove Subordinate**." (NOTE: If you want to view your entire list of subordinates, just click "**Remove Subordinate**" – this will display your entire roster. If you do not want to remove any subordinates, just click "**Cancel**" after your view the list)
    - You cannot add a subordinate that has already been selected by another supervisor. If your subordinate is currently selected by someone else, please contact that supervisor and ask that the subordinate be released. If the supervisor has separated from District government but did not release his/her subordinates in Online PMP before departing, please contact your agency's HR Advisor.

- **Select/Release Reviewer** – This function enables PMP Supervisors to select or release a "Reviewer." The Reviewer must be at a higher level in the organization than the Supervisor. The Reviewer is commonly referred to as the employee's "2nd Level Supervisor."
    - *It is very important to select the correct Reviewer*. If the Reviewer is not selected, the Evaluation approval process will not work.

- **Performance Plan** – PMP Supervisors click here to create, revise and/or print Performance Plans for their subordinates. PMP Supervisors click here to access subordinates' Draft Performance Plans.

- **Performance Evaluation Form** – PMP Supervisors click here to create, revise and/or print subordinates' Mid-Year and Annual Evaluations. PMP Supervisors click here to access their subordinate's Self-Evaluations.

- **Submission Status** – PMP Supervisors click here to view submission of Performance Plans and Performance Evaluations for the CURRENT fiscal year, FY 2003.
  - If you are creating an FY 2002 Performance Evaluation for your subordinate, *it will not show up in the FY 2003 Submission Status chart*.

All PMP employees have access to the "**HELP**" menu.

If a PMP Supervisor is also a PMP employee, the "**PERSONAL DRAFTS"** menu option will appear, including:

- **Performance Plan** – This menu option enables PMP Employees to create a Draft Performance Plan that can be shared with his/her Supervisor through Online PMP. The PMP Employee's supervisor can create an Official Performance Plan from the Draft Performance Plan.

- **Performance Evaluation Form** – This menu option allows the PMP Employee to create a Self-Evaluation and share it with with his/her supervisor through Online PMP. The PMP Employee's supervisor can create an Annual Evaluation from the Self-Evaluation.

Completing FY 2002 Performance Evaluations for Your Subordinates

To complete an FY 2002 Performance Evaluation for your subordinates, please follow these steps:

1. **Login**

   Login to Online PMP through the HR Applications Gateway at
   http://dcopedm.dcop.dc.gov/gateway/

2. **Select Your Reviewer**
   The Reviewer is commonly referred to as the employee's "2nd level Supervisor." Performance Evaluations must be approved by the PMP Supervisor *and* Reviewer – so selection of the Reviewer is a critical first step

to make the approval process work! If you report directly to an Agency Director, you do not have to select a Reviewer.

- Click on *"Select/Release Reviewer"* under the "**SUBORDINATES**" menu.

- Click on "**Select Your Reviewer**" to add the name of the Reviewer, or to release the current Reviewer and replace with a new Reviewer.

3. **Creating Your Subordinate's Performance Evaluation**

Click on *"Performance Evaluation Form"* under the "**SUBORDINATES**" menu on the left. Select the subordinate employee for whom the evaluation will be conducted and click "**OK.**"

Options presented depend on the documents that already exist in the Online PMP system for the specific subordinate employee.

- To create a Performance Evaluation based on the employee's Self-Evaluation, select "**Access employee's Self-Evaluation**" and the corresponding rating period and click on "**Go To Performance Evaluation**." Scroll to the bottom of the employee's Self-Evaluation and select "**Create New Annual Performance Evaluation from Employee's Self-Evaluation.**"

- To create a Performance Evaluation based on a Mid-Year Evaluation, select "**Create new Annual Performance Evaluation from Mid-Year Performance Evaluation**" and the corresponding rating period and click on "**Go To Performance Evaluation**."

- To create a Performance Evaluation based on a current Performance Plan, select "**Create new Annual Performance Evaluation from current Performance Plan**" and the corresponding rating period. Click "**Go To Performance Evaluation**."

- *If your subordinate has not had a Performance Plan in place for at least 90 days prior to the end of the rating period, you will be unable to conduct a Performance Evaluation.* The system will give you the option to click on "**Go To Performance Plan**" and create an FY 2003 Performance Plan for the employee.   The employee cannot be rated for the FY 2002 period.

4. **Complete the Performance Evaluation**

The Performance Evaluation is autopopulated with the competencies and goals from the Subordinate's current Performance Plan. If a Mid-Year or Self-Evaluation was created, those comments and ratings will also be populated.

To complete the Performance Evaluation Form:

- Rate Competencies: Rate all 15 competencies for supervisors and managers; rate the first 10 competencies for non-supervisory employees. Every competency must include a numeric rating and narrative comments.

- Rate SMART Goals: Include a numeric rating and narrative comments for each goal. The system will calculate a weighted rating for each goal (weighting x rating = weighted rating)

The Online PMP system will automatically generate the Overall Performance Rating.

Remember!

You must include narrative comments AND a numeric rating for each competency and goal. Comments should be thoughtful and descriptive. Use specific examples to support each rating.

5. **Send Performance Evaluation to Reviewer**

After you have completed your subordinate's Performance Evaluation, click **"Approve"** at the bottom of the Performance Evaluation.

- *If you have completed your subordinate's Performance Evaluation and it is ready for the Reviewer's approval,* click "**OK**" at the next prompt. An email will automatically be sent to your Reviewer to tell him/her that your subordinate's Performance Evaluation is ready for his/her review. (*Please see page 14 regarding the automatic email function*)

- *If you want to continue working on your Draft Performance Plan and it is NOT ready for your Supervisor's review* – click "**Cancel**" at the next text box prompt. You will be able to go back to the Performance Evaluation and continue working on it.

In Online PMP, the Reviewer will be able to access the Performance Evaluation that you created for your subordinate. The Reviewer can either approve the Performance Evaluation "as is" or request that the Supervisor make changes prior to approval.

6. **Enter Reviewer's Changes**

If the Reviewer wants to make changes to the Performance Evaluation, he/she will have to give the changes to you orally or in writing. *The Reviewer cannot make changes to the Performance Evaluation in Online PMP.*

Upon receipt of the Reviewer's requested changes, you will login to Online PMP, access the Performance Evaluation, and enter any changes that were recommended by the Reviewer. Repeat steps above until the Reviewer approves the Performance Evaluation.

When the Reviewer approves the Performance Evaluation (rating and comments), he/she will click "**Approve**" and notify the Supervisor that the Performance Evaluation has been approved.

> **An evaluation *will not register as complete* until the Supervisor and Reviewer have BOTH approved it in Online PMP. Upon final approval of both Supervisor and Reviewer, the Supervisor may discuss the evaluation with the subordinate.**
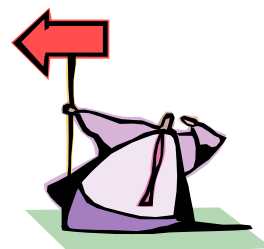
7. **Supervisor Discusses Performance Evaluation with Employee**

Upon the Reviewer's approval, you should print and sign the final Performance Evaluation and obtain the Reviewer's signature. As the Supervisor, you discuss the Performance Evaluation with the employee, and both of you sign. The final hard copy of the evaluation must include the signatures of the Reviewer, Supervisor and employee.

> **Help with Printing**
>
> **Always use the PRINT function from within the Online PMP application. Do NOT use the print icon in your Internet browser. After you click the "Print" button from within Online PMP, your Performance Plan/Evaluation will be converted by Adobe Acrobat to create a clean version of the document that shows all goals and comments, as well as lines for signatures. After the document is converted to Adobe, click the printer icon inside Adobe Acrobat at the top of the document screen.**

8. **Submit Signed Hard Copy of Performance Evaluation to Agency HR Advisor**

After you, the Reviewer and the Employee have signed the Performance Evaluation, submit a signed hard copy of the Performance Evaluation to the agency HR Advisor. Supervisors and employees should also keep on file a signed hard copy of the Performance Evaluation.

Creating FY03 Performance Plans for Your Subordinates

To complete an FY 2003 Performance Plan for a subordinate employee, PMP Supervisors should complete the following steps in Online PMP by **November 27, 2002**:

1. **Login to Online PMP** through the HR Applications Gateway at
   http://dcopedm.dcop.dc.gov/gateway/

2. Click on **"Performance Plan"** under the **"SUBORDINATES"** menu on the left.

3. Select the subordinate for whom the Performance Plan will be created, and click **"OK**."

   - *If your subordinate has created a Draft Performance Plan, there will be an option to "Access Employee Draft Performance Plan."*

     - Select this option, and enter the FY 2003 rating period.
     - Scroll to the very bottom of the Draft Performance Plan and select **"Create Official Performance Plan from Employee's Draft."**
     - Review and edit the Performance Plan, as necessary. Make sure to review each competency as it relates to your subordinate's position, and make sure that all required fields are completed for each goal and development objective.
     - Select "**Save**" or "**Save and Close**." (You may want to print a hard copy of the Performance Plan at this point to use in discussion with your subordinate)
     - Discuss the Performance Plan with your subordinate.

   - *If your subordinate has NOT created a Draft Performance Plan, select "Create New Performance Plan" and select the corresponding dates for the rating period.*
     - Review the competencies (10 for non-supervisors, all 15 for Supervisors)
     - Enter 3 – 5 SMART goals with weightings and ratings.
     - Enter 3 – 5 Development Objectives.

- Select "**Save**" or "**Save and Close**." (You may want to print a hard copy of the Performance Plan at this point to use in discussion with your subordinate).
- Discuss the Performance Plan with your subordinate.

4. **Approve Performance Plan**
   Make any necessary revisions based on the discussion between you and your subordinate. Click "**Approve"** to register the Performance Plan as complete.

5. After you "**Approve**" the Performance Plan, you will have the option to "**Print the Performance Plan**" or "**Return to List of Subordinates**."

   - Select "**Print the Performance Plan**" to produce a hard copy of the Performance Plan that you and your subordinate will both sign.

   - If you want to continue working on Performance Plans for other subordinates, click "**Return to List of Subordinates**."

6. Both you and your subordinate should sign the hard copy of the Performance Plan. The Subordinate and the Supervisor should both keep a signed hard copy of the Performance Plan. Performance Plans are *not* filed in the employee's Official Personnel Folder.

PMP Reviewers

PMP Reviewers

Online PMP Menu Options

The menu options presented to you after logging in depend on the access privileges you have been assigned in the system based on your PMP role(s).

Under the "**SUBORDINATES**" menu, PMP Reviewers have access to the same functions available to PMP Supervisors (See pages 23 - 24). In addition, PMP Reviewers have the following menu option:

- **2nd Level Review/Approval** – This function allows the PMP Reviewer to access and approve the Performance Evaluations that have been approved by a PMP Supervisor.

If a PMP Reviewer is also a PMP employee, he/she will also have access to all of the "**PERSONAL DRAFTS**" menu options listed on page 17 under the "PMP Employee" section of the manual.

All PMP users have access to the "**HELP**" menu.

Reviewing FY 2002 Performance Evaluations

1. **Login to Online PMP** through the HR Applications Gateway at
   http://dcopedm.dcop.dc.gov/gateway/

2. Select "**2nd Level Review/Approval**" under "**SUBORDINATES**" menu.

   - If there aren't any Performance Evaluations waiting for your review, the system will state, "*No Performance Evaluations need to be reviewed."*

   - If there are evaluations waiting for your review, you will see a chart that includes the employee name, last four digits of employee's social security number, supervisor name, the type of evaluation (Mid-Year or Annual), and the corresponding Fiscal Year. If there are evaluations waiting for your review:

1. **First,** click on the circle next to the employee for whom you will review the evaluation.

2. **Second,** click on "**Select Performance Evaluation**."

3. **Review Performance Evaluation(s)**

   - The employee's Performance Evaluation (as approved by the Supervisor) will be displayed on your screen. Review all comments and numeric ratings.

   - Scroll to the bottom of the evaluation.

   - *If you do not approve of the Performance Evaluation contents as approved by the Supervisor and want it revised*, click on "**Ask Supervisor to Revise**." You will see a text box that states, "*Are you sure you want to request that the Supervisor revise this Performance Evaluation?*" Select "**OK**" if you want to request revisions, and an email will be automatically sent to the Supervisor that created the evaluation. The system will then display a message that states "*Revision Requested.*"

     - You must give changes to the Supervisor (either orally or on hard copy; Reviewers can not revise Performance Evaluations within Online PMP system). The Supervisor is responsible for revising the evaluation in Online PMP.

   - *If you do approve the Performance Evaluation*, click "**OK**." An email will be sent to the Supervisor to tell him/her that it has been approved and he/she should now discuss the Performance Evaluation with the employee.

4. Upon final approval of both the Supervisor and Reviewer, the Supervisor should discuss the evaluation with the subordinate in a face-to-face meeting. The Supervisor, Reviewer and Subordinate must all sign the Performance Evaluation.

Remember, an evaluation *will not register as complete* until the Supervisor and Reviewer have BOTH approved the Performance Evaluation in Online PMP.

Creating FY 2002 Performance Evaluations for Your Subordinates

The process is the same as detailed on pages 24 - 28under "PMP Supervisors" section of the manual.

Creating FY 2003 Performance Plans for Your Subordinates

The process is the same as detailed on pages 28 - 29 under "PMP Supervisors" section of the manual.

Agency HR Advisors

Human Resource Advisor: Primary HR contact for a specific agency. Responsible for implementing PMP within agency. An HR Advisor may also assume the role(s) of PMP Employee, PMP Supervisor, or PMP Reviewer.

Online PMP Menu Options

The menu options presented to you after logging in depend on the access privileges you have been assigned in the system based on your PMP role(s).

HR Advisors have expanded access to Online PMP to assist them in administering the program within their agencies.

- HR Advisors have the ability to view Performance Plans and Performance Evaluations for all employees within the agency.

- HR Advisors DO NOT have the ability to approve or revise Performance Plans and Evaluations for employees that are not their own subordinates.

All HR Advisors can see the "**SUBORDINATES**" menu, which contains the following functions:

- **Add/Remove Subordinates** – If the HR Advisor is also a PMP Supervisor, this option allows him/her to select the roster of subordinates, and release subordinates that no longer report to them. If the HR Advisor is NOT a PMP Supervisor, this function will not be used.

- **Select/Release Reviewer** – If the HR Advisor is also a PMP Supervisor, this function enables the HR Advisor to select or release the appropriate organizational Reviewer. The Reviewer must be at a higher level in the organization than the Supervisor. The Reviewer is commonly referred to as the employee's "2nd level Supervisor." There is not a Reviewer for employees that report directly to an Agency Director. If the HR Advisor is NOT a PMP Supervisor, this function will not be used.

- **Performance Plan** – The HR Advisor clicks here to view the Performance Plans of all PMP employees within the agency. If the HR Advisor is also a PMP Supervisor, he/she clicks here to create Performance Plans for his/her subordinates.

- **Performance Evaluation Form** – The HR Advisor clicks here to view the Performance Evaluations of all PMP employees within the agency. If the HR Advisor is also a PMP Supervisor, he/she clicks here to create Performance Evaluations for his/her subordinates.

- **Submission Status** – The HR Advisor clicks here to view submission of Performance Plans and Performance Evaluations for the CURRENT fiscal year, FY 2003.
  - If you are creating an FY 2002 Performance Evaluation for your subordinate, *it will not show up in the FY 2003 Submission Status chart.*

- **2nd Level Review/Approval** – This function allows a PMP Reviewer to access and approve the Performance Evaluations that have been approved by a PMP Supervisor. If the HR Advisor is also a PMP Reviewer, he/she clicks here to access Performance Evaluations waiting to be reviewed and approved.

HR Advisors also have access to the **REPORTS** menu. There are several agency-specific reports the HR Advisor can access to monitor agency compliance, rating trends, etc. (See Appendix A for a list of reports and brief description of their function.)

All Online PMP users have access to the "**HELP**" menu.

If the HR Advisor is also a PMP employee, you will also have access to all of the **"PERSONAL DRAFTS"** menu options listed under "**PMP Employee**" section of the manual (see page 17) which allows the HR Advisor to complete Draft Performance Plans and Self-Evaluations.

System Administration

HR Advisors are the primary point of contact for agency employees that need access to the Online PMP system.

Requests to HR Advisors from Agency PMP Employees

- **New Online PMP users** will contact their agency HR Advisor to obtain access to the Gateway and Online PMP. To set up the access for new users, please follow the "**Setting Up New Employees**" instructions below.

- Online PMP users that accessed the site last fiscal year but now forget their passwords may contact their agency HR Advisor to obtain user name information. DCOP's Security Administrators have already provided a list of user names to each HR Advisor.

Password Security

- HR Advisors do not have access to individual user's password information. Passwords are private and users should not share passwords with other users.

- DCOP Performance Management Unit does NOT have access to individual users passwords.

- If you share your password with another user, YOU are responsible for all transactions that are completed under your name and password.

Setting up New Employees in the Online PMP system

To request access to the Gateway and Online PMP for **new** users, HR Advisors should send an e-mail request to the DCOP Security Administrators at HRGateway_Admin@dc.gov (please note the 'underscore' between the words "HRGateway" and "Admin" in the address) The email:

- **MUST** contain the **new** user's name, social security number, agency code and e-mail address.

- **MUST** indicate the level of access the employee is required to have in the Performance Management Program (e.g., PMP Employee, Supervisor, Reviewer, etc.)

- **MUST** indicate the applications the employee should be able to access (Online PMP, TransTrak, etc.)

After receiving a request from an HR Advisor, the DCOP Security Administrators will ensure that the employee has a user name and a temporary password. The employee should then login to the Gateway with the temporary password, and change it to a personal password setting of their choice.

If a user successfully logged in once, but the system will not allow the user to re-enter the system the next time you try to log in, the user may have disabled Internet "cookies." Please see your agency IT specialist to discuss.

Please Remember:

- Requests for Gateway access should NOT be sent by individual employees; all requests must come through HR Advisors or their approved designee.

- DCOP's Performance Management Unit does NOT have access to individual's passwords.

- HR Advisors will have a list of user names, but will not have access to employees' passwords.

Releasing Subordinates for Departed Supervisors

If a PMP Supervisor has separated from District government and did not release his/her subordinates in Online PMP before departing, please contact the DCOP Security Administrators at HRGateway_Admin@dc.gov (please note the underscore between "HRGateway" and "Admin") Be sure to include the name of the departed PMP Supervisor and all of his/her subordinates.

In the future, please make sure that all departing PMP Supervisors release their subordinates before departing District government.

Agency Participation

The HR Advisors are responsible for implementing PMP within their agencies and monitoring compliance. Agency compliance with PMP is included as a goal on every Agency Director's Performance Contract with the Mayor, and each Agency Director will receive a numeric rating based on his/her agency's timely compliance with the PMP. The following scales established by the City Administrator will be used to evaluate each agency's PMP compliance:

I. FY 2002 Performance Evaluations	
• PMP employee has an FY 2002 Performance Plan in place by 6/30/02 • "Submission percentage" is calculated as: $$\frac{\text{\# of FY 02 Performance Evaluations submitted}}{\text{\# of FY 02 Performance Plans submitted by June 30, 2002}}$$	
Director's Rating	**Deadlines**
5	❑ 100% submission by 11/07/02
4	❑ 90% submission by 11/07/02 ❑ 100% by 11/14/02
3	❑ 85% submission by 11/07/02 ❑ 100% by 11/14/02
2	❑ 80% submission by 11/07/02 ❑ 100% by 11/21/02
1	❑ 75% by 11/07/02 ❑ 100% by 11/27/02

II.	FY 2003 Performance Plans

- Employee was in a PMP eligible position by 10/31/02

- "Submission percentage" is calculated as:

# of FY 03 Performance Plans submitted

———————————————————————

# of PMP-eligible employees

Rating	Deadlines
5	❑ 100% submission by 11/27/02
4	❑ 90% submission by 11/27/02 ❑ 100% by 12/05/02
3	❑ 85% submission by 11/27/02 ❑ 100% by 12/05/02
2	❑ 80% submission by 11/27/02 ❑ 100% by 12/12/02
1	❑ 75% by 11/27/02 ❑ 100% by 12/19/02

Monitoring Reports

There are several reports designed to help the HR Advisor monitor agency compliance. The reports are created in "Crystal Reports," a reporting software tool. The Online PMP system will prompt you to load this software if it is not already loaded on your PC.

There are a limited number of Crystal Reports licenses available in the District. If all licenses are currently being used, a prompt will appear that states "There are not enough Concurrent Access Licenses to log you on." Please try to log on to the reports at another time ("off peak" hours of early morning and evening are best!)

Please close out of Crystal Reports as soon as you are done viewing and/or printing a report. This will free up the license for the next user!

HR Advisors are strongly encouraged to print out their agency's detail submission reports on each of the "due dates" listed in the charts above. For example, please print out Performance Evaluation detailed reports on November 7, November 14, November 21 and November 27. This will help verify submission summary reports.

To use Reports

1. Click on "**REPORTS**" on your menu bar.

2. Select "**Report Type**" and "**Fiscal Year**."

3. Click "**View Report**" to access the report.

See Appendix A for a list of reports and a brief description of their function.

Monitoring Quality

Performance Plans and Evaluations should be conducted thoughtfully and thoroughly. Performance Plans and/or Evaluations that are submitted with "dummy data" and/or meaningless goals and narrative comments will not be accepted as official documents, and will not count towards the agencies' overall submission summary. It is the role of the HR Advisor to insure a high level of quality for all Performance Plans and Evaluations submitted for their agencies.

Evaluations for Official Personnel Folders
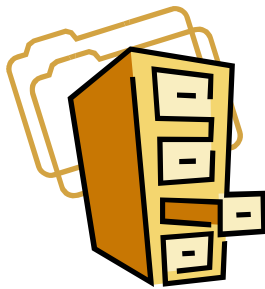
HR Advisors should collect the signed hard copies of their agencies' Performance Evaluations and submit to DCOP for filing within the employees' Official Personnel Folders.

Each agency HR Advisor should forward all signed hard copies of Performance Evaluations to the DCOP's Performance Management Unit by December 7, 2002.

Agency Directors

Agency Directors

Agency Director: Head of agency that is under the Personnel Authority of the Mayor. May also assume the role of PMP Supervisor or PMP Reviewer.

Online PMP Menu Options

The menu options presented to you after logging in depend on the access privileges you have been assigned in the system based on your PMP role(s).

All Agency Directors have access to the "**SUBORDINATES**" menu, which contains the following functions:

- **Add/Remove Subordinates** –allows Agency Director to select their roster of subordinates and release subordinates that no longer report to them.

    - To ADD subordinates within your own agency, select "**Add Subordinate**", click "OK" and then apply the agency filter (drop down menu) at the next screen to add subordinates within your agency.
    - To REMOVE a subordinate, select "**Remove Subordinate**," click on circle next to subordinate's name, and then click "**Remove Subordinate**." (NOTE: If you want to view your entire list of subordinates, just click "**Remove Subordinate**" – this will display your entire roster. If you do not want to remove any subordinates, just click "**Cancel**" after your view the list)
    - You cannot add a subordinate that has already been selected by another supervisor. If your subordinate is currently selected by someone else, please contact that supervisor and ask him/her to release the subordinate. If the supervisor has separated from District government but did not release his/her subordinates in Online PMP before departing, please contact your agency's HR Advisor.

- **Performance Plan** – Agency Directors click here to create, revise and/or print Performance Plans for their subordinates. Agency Directors click here to access their subordinates' Draft Performance Plans.

- **Performance Evaluation Form** – Agency Directors click here to create, revise and/or print subordinates' Performance Evaluations. Agency Directors click here to access their subordinate's Self-Evaluations.

- **Submission Status** – PMP Supervisors click here to view submission of Performance Plans and Performance Evaluations for the CURRENT fiscal year, FY 2003.

  - If you are creating an FY 2002 Performance Evaluation for your subordinate, *it will not show up in the FY 2003 Submission Status chart.*

- **2nd Level Review/Approval** – This function allows the Agency Director to access and approve the Performance Evaluations that have been approved by a subordinate PMP Supervisor.

Agency Directors also have access to the "**REPORTS"** menu. There are several agency-specific reports the Agency Director can access to monitor agency compliance, rating trends, etc.

All PMP users have access to the "**HELP**" menu.

Reviewing FY 2002 Performance Evaluations

Please see pages 31 - 32 under **PMP Reviewer** section of the manual for information on how to REVIEW Performance Evaluations.

Creating FY 2002 Performance Evaluations

Please see pages 24 - 28 under **PMP Supervisor** chapter for information on how to create FY 2002 Performance Evaluations for your subordinates.

Agency Compliance

Monitoring Reports

There are several reports designed to help the Agency Director monitor agency compliance. The reports are created in "Crystal Reports," a reporting software tool. The Online PMP system will prompt you to load this software if it is not already loaded on your PC.

There are a limited number of Crystal Reports licenses available in the District. If all licenses are currently being used, a prompt will appear that states "There are not enough Concurrent Access Licenses to log you on." Please try to log on to the reports at another time ("off peak" hours of early morning and evening are best!)

Please close out of Crystal Reports as soon as you are done viewing and/or printing a report. This will free up the license for the next user!

HR Advisors have been strongly encouraged to print out their agency's detail submission reports on each of the "due dates" listed in the charts below. For example, please print out Performance Evaluation detailed reports on November 7, November 14, November 21 and November 27. This will help verify submission summary reports.

To view Reports:

1. Click on "**REPORTS**" on the left hand menu.

2. There will be a drop down menu of several different reports that you can view. Select "**Report Type**" and "**Fiscal Year**."

3. Click "**View Report**" to access the report.

See Appendix A for a list of reports and brief description of their function.

Compliance Rating Scale

Agency compliance with PMP is included as a goal on every Agency Director's Performance Contract with the Mayor, and each Agency Director will receive a numeric rating based on his/her agency's timely compliance with the PMP. The following scales established by the City Administrator will be used to evaluate each agency's PMP compliance:

III.	FY 2002 Performance Evaluations
• PMP employee has an FY 2002 Performance Plan in place by 6/30/02	
• "Submission percentage" is calculated as:	

$$\frac{\text{\# of FY 02 Performance Evaluations submitted}}{\text{\# of FY 02 Performance Plans submitted by June 30, 2002}}$$

Rating	Deadlines
5	❑ 100% submission by 11/07/02
4	❑ 90% submission by 11/07/02 ❑ 100% by 11/14/02
3	❑ 85% submission by 11/07/02 ❑ 100% by 11/14/02
2	❑ 80% submission by 11/07/02 ❑ 100% by 11/21/02
1	❑ 75% by 11/07/02 ❑ 100% by 11/27/02

IV.	FY 2003 Performance Plans

- Employee was in a PMP eligible position by 10/31/02

- "Submission percentage" is calculated as:

$$\frac{\text{\# of FY 03 Performance Plans submitted}}{\text{\# of PMP-eligible employees}}$$

Rating	Deadlines
5	❑ 100% submission by 11/27/02
4	❑ 90% submission by 11/27/02 ❑ 100% by 12/05/02
3	❑ 85% submission by 11/27/02 ❑ 100% by 12/05/02
2	❑ 80% submission by 11/27/02 ❑ 100% by 12/12/02
1	❑ 75% by 11/27/02 ❑ 100% by 12/19/02

Contact Information

DCOP, Performance Management Unit
One Judiciary Square
Suite 310 South
Washington, DC 20001
Phone: 442-9724

- *Note: The Performance Management Unit is moving in early November 2002. New contact information will be posted at that time.*

Email inquiries: PerformancePlans@dc.gov

APPENDIX A: Report Types

Online PMP Reporting Functions

Online PMP offers several reporting functions to assist you in meeting your agency's PMP responsibilities. To access the reports function, you must first select a report type, and then choose the fiscal year. The chart below is designed to aid your selection of the appropriate data.

The following users are able to access the *Reports* function in PMP:
- Human Resource Advisors (agency-specific information only);
- Agency Directors (agency-specific information only);
- Deputy Mayors (all agencies); and
- DCOP Performance Management Unit (all agencies).

REPORT TYPE	PROVIDES THE FOLLOWING INFORMATION:
Reports on Performance Plans	
Performance Plan - Submission Summary	By agency: - Total # of PMP employees - Total # and % of Plans submitted
Performance Plan – Responsibility Center Detail	By agency and responsibility center: - Employee first and last name - Employee job title and grade - Date Performance Plan first approved
Performance Plan – Position Type Detail	By agency position type (ex: "analyst in the Department of Health") - Employee first and last name - Employee job title and grade - Date Performance Plan first approved - Subtotals for position type
Performance Plan – Detail (Alphabetical)*	By agency: - Employee first and last name, alpha order - Employee job title and grade
Performance Plan – Approval Date Detail*	By agency: - Employee first and last name - Position job title and grade - Date of first Performance Plan Approval - Date of most recent Performance Plan modification

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Reports on Performance Evaluations	
Performance Evaluation – Submission Summary	By agency: • Total # of PMP employees • Total # and % of Evaluations submitted
Performance Evaluation – Responsibility Center Detail	By agency and responsibility center: • Employee first and last name • Employee job title and grade • Date annual Evaluation approved: *if this space appears blank with a dash " – " it indicates that no evaluation has been submitted*
Performance Evaluation – Position Type Detail	By agency position type (ex: "analyst in the Department of Health"): • Employee first and last name • Employee job title and grade • Date Evaluation approved: *if this space appears blank with a dash " – " it indicates that no evaluation has been submitted* • Subtotals by position type
Performance Evaluation – Detail (Alphabetical)*	By agency: • Employee first and last name, alpha order • Employee job title and grade • Date evaluation approved: *if this space appears blank with a dash " – " it indicates that no evaluation has been submitted*
Performance Evaluation – Rating Summary	By agency: • Total # and % of ratings recorded, for each number of the scale: 1 –5 • Total number of ratings • Average rating
General PMP Reports	
PMP Summary	By agency: • # of PMP employees • # and % of Plans submitted • # and % of approved Evaluations submitted
Rating Detail	By agency and responsibility center: • *Employee first and last name* • Employee job title and grade • Annual Evaluation date • *Annual Evaluation rating*

Basic Submission Detail	By agency and responsibility center: • Employee first and last name • Employee job title and grade • *Date of annual Performance Plan* • *Date of annual Performance Evaluation*
PMP Participation Overview	By agency: • Total # of PMP employees for current and past, most recent fiscal year • # and % of Performance Plans submitted for current fiscal year • # and % of Performance Plans submitted by Nov. 27th deadline • # and % of annual Evaluations for most recent fiscal year submitted • # and % of annual Evaluations submitted by Nov. 7th deadline
Submission Detail Report – Optional Evaluations	By agency and position type: • Employee first and last name • Employee job title and grade • Date of Mid-year Evaluation • Date of Self-Evaluation • Date of Annual Evaluation • Subtotal # of employees by position type
PMP Structure Information	By agency: • Shows reporting relationship
Alphabetical Employee List	Employee first and last name (agency code in parenthesis)

* Reports expected in late October

APPENDIX B: Agency Human Resource Advisor Contact Information

Human Resource Advisors - Agencies Under Mayor's Personnel Authority				
Agency	**HR Advsor**	**Telephone**	**Fax**	**Email**
AA/AE - Office of the Mayor/City Administrator	McCreary, Pat	727-1070	727-9291	patricia.mccreary@dc.gov
AD - Office of the Inspector General	Price, Grace	727-2540	727-9846	grace.price@dc.gov
AM - Office of Property Management	Ealey-Tate, Carmen	724-4400	727-9877	carmen.ealey-tate@dc.gov
BA - Office of the Secretary of D.C.	Herring, Gladys	727-6371	727-3582	gladys.herring@dc.gov
BD - Office of Planning	Anderson, Andrea	442-8792	442-7638	andrea.anderson@dc.gov
BE - D.C. Office of Personnel	Fant, Fitzgerald	442-9660	727-2160	fitzgerald.fant@dc.gov
BI - Office of Banking & Financial Institutions	Ware,Paula	727-5339	727-1588	paula.ware@dc.gov
BN - Emergency Management Agency	Perkins, Sandra A.	727-3159	673-2290	sandra.perkins@dc.gov
BX - D.C. Commission on the Arts and Humanities	Simpson, Alec	724-1474	727-4135	alec.simpson@dc.gov
BY - Office on Aging	Simmons, Cynthia	727-8365	724-4979	cynthia.simmons@dc.gov
BZ - Office of Latino Affairs	McCreary, Pat	727-1070	727-9291	patricia.mccreary@dc.gov
CB - Office of the Corporation Counsel	Sobolesky, Frank	724-5648	727-6329	frank.sobolesky@dc.gov
CF - Department of Employment Services	Williams, Marilyn	671-2517	673-6993	marilyn.williams@dc.gov
CR - Department of Consumer and Regulatory Affairs	Craig, Sally	442-8935	442-9445	sally.craig@dc.gov
CT - Office of Cable Television and Telecommunications	Yeldell, Robin	671-0066	727-2343	robin.yeldell@dc.gov
DA - Board of Real Property Assessments and Appeals	McCallum, Doretha	727-6860	727-0392	doretha.mccallum@dc.gov
DB - Department of Housing & Community Development	Smith, Versie *Nottingham, Angela*	442-7173	442-8393	versie.smith@dc.gov
DK - Board of Appeals and Review	James, Francine H.	727-8282	727-9732	francine.james@dc.gov
EB - Office of Local Business Development	Copeland, Nicole	727-5150	724-3786	nicole.copeland@dc.gov
ED - Deputy Mayor for Planning and Economic Development	Laster, Shawn	727-6903	727-6703	shawn.laster@dc.gov

FA - Metropolitan Police Department	Ennis, Bert I. *Moore, April*	727-4261 727-0204	727-0310	bert.ennis@dc.gov april.moore@dc.gov
FB - Fire and Emegency Medical Services Department	Russell, Brenda	673-3337	673-7217	brenda.russell@dc.gov
FL/FP - Department of Corrections	Anthony, James L. *Thomas, Sallie*	673-7316 671-2128	673-2259	james.anthony@dc.gov sallie.thomas@dc.gov
FX - Office of the Chief Medical Examiner	Hill, Beverly	698-9006	698-9102	beverly.hill@dc.gov
GD - State Education	See"AA"			
HA - Department of Parks and Recreation	Minor, Erica *Arnold, Paul*	673-3550 673-7603	673-6759	erica.minor@dc.gov
HC - Department of Health	Fields, Jeanette *Cleveland, Della*	442-8988 442-5854	442-4804	jeanette.fields@dc.gov ccleveland@dchealth.com
HM - Office of Human Rights	Stewart, Georgia	727-4921	724-3786	georgia.stewart@dc.gov
JA - Department of Human Services	Jackson, Ingrid *Brown, Rhamsye*	279-6052	279-6014	ingrid.jackson@dc.gov rhamsye.brown@dc.gov
KA - Department of Public Works and Energy	Green, Kevin *Woods, Gloria*	673-6751	671-0628	kevin.green@dc.gov gloria.woods@dc.gov
KV - Department of Motor Vehicles	Nance, Odessa	535-1615	535-1132	odessa.nance@dc.gov
PO - Office of Contracting and Procurement	Barnett, Carliss	724-4389	724-2435	carliss.barnett@dc.gov
SR - Department of Insurance and Securities Regulations	Washington, Lottie	442-8793		lottie.washington@dc.gov
TO - Office of the Chief Technology Officer	Miles, Linda	727-1603	727-6857	lindaa.miles@dc.gov
Alternate PMP contact in italics				

Appendix C: Frequently Asked Questions (FAQ)

Question: *I cannot access the Online PMP system. Where is it located?*

Answer: The Online PMP system is accessed from the HR Applications Gateway on the DCOP Intranet. You must be connected to the DC WAN to be able to use Online PMP; you will not be able to access the system from a home computer, or any other remote site.

The URL for the HR Applications Gateway is
http://dcopedm.dcop.dc.gov/gateway/

After logging into the HR Gateway, select "**Online PMP**" under the "**APPLICATIONS**" menu. For further information regarding user name and passwords, see the "Essential Information to Navigate through the PMP Process" at the beginning of this manual.

Question: *I have tried entering the website address in my Internet browser for the HR Gateway, but I still cannot access the site.*

a. Answer: If you cannot access the HR Gateway or the DCOP Intranet site, you must contact your agency IT staff. There may be firewalls in your agency's systems that do not allow you to access the site.

b. Answer: If you successfully logged in once, but system will not allow you to re-enter the system the next time you try to log in, you may have disabled Internet "cookies." Please see your agency IT specialist to discuss.

Question: *My title, grade, position type, etc. is incorrectly listed in my PMP personal profile.*

Answer: Information from the payroll system, known as UPPS, updates the Online PMP system on a bi-weekly basis. All information in Online PMP reflects information currently in the UPPS system -- Online PMP does not maintain a separate employee database.

Any updates to your official personnel information must be initiated by an official personnel action. The HR Advisor can do this by filling out the appropriate personnel form(s) and submitting it to your agency's servicing personnel office at either the Reeves Center or Judiciary Square.

Remember, the employee information that was saved with an FY 2002 Performance Plan will also be reflected on the corresponding FY 2002 Performance Evaluation. If an employee assumes a new position during the year, a new Performance Plan should be issued based on the new position.

Question: *My title is not showing in my PMP information.*

Answer: Your job title may have been left blank in the payroll system. To correct this, your H.R. Advisor will need to contact the appropriate personnel specialist at the Reeves Center/Judiciary Square Personnel Office. Please advise him/her of your situation. It may require an official personnel action to make the correction.

Question: *Why is my supervisor's name not listed on my Draft Performance Plan?*

Answer: Your supervisor must first add you to his/her list of subordinates in the Online PMP system. When this is done, his/her name would appear on your Draft Performance Plan as the supervisor. If a former supervisor's name is showing up on your Draft Performance Plan, the former supervisor must release you from his/her list of subordinates before the new supervisor can add you and create an official Performance Plan from your Draft Plan.

If the former supervisor has left the District government, then your H.R. Advisor should be notified. The HR Advisor must send an e-mail to HRGateway_Admin@dc.gov indicating that the employee in question has left the District government and the subordinates need to be released.

Question: *I am a PMP Supervisor, and I received an email stating that my subordinate had created a Self-Evaluation that is ready for my review. I'm clicking on "2nd-level Review/Approval" and it states "No Performance Evaluations need to be reviewed". Where is my employee's Self-Evaluation in the Online PMP system?*

Answer: To access your subordinate's Self-Evaluation, you should click on "**Performance Evaluation Form**" under the **SUBORDINATES** menu and select the subordinate's name. (See pages 24 – 28 of the manual for detailed instructions) The "**2nd- level Review/Approval**" button is for *Reviewers only* to provide the second-level approval of Performance Evaluations created by PMP Supervisors.

Question: *When I printed my Draft Performance Plan, only a few lines of my goals appeared on the hard copy. Did I just lose all the data I entered?*

Answer: No, you did not lose the text you just entered. To successfully print your Draft Performance Plan, you must use the print icon located within Adobe Acrobat Reader, *NOT* your Internet browser's print icon. Online PMP will format your document using Adobe Acrobat 5.0. You must have Adobe Acrobat Reader

5.0 loaded on your computer to view and print your Performance Plan. If you need to upgrade from version 4.0, please go to http://www.adobe.com to download version 5.0.

Question: I created a FY 2003 Draft Performance Plan and sent it to my Supervisor. I then revised my FY 2003 Draft Performance Plan. Can I re-send this revised Draft Performance Plan to my Supervisor?

Answer: No. You can create and send ONE Draft Performance Plan to your Supervisor each year. If your Supervisor wants to revise your Performance Plan at any point during the year he/she should:

1) Log in to Online PMP
2) Select "**Performance Plan**" under the "**SUBORDINATES**" menu.
3) Select the name of the subordinate for whom the Performance Plan will be revised, and click "**OK**."
4) Select "**Revise or print Performance Plan**" and appropriate Fiscal Year. Click "**Go To Performance Plan**."
5) Scroll to the bottom of the Performance Plan and click "**Revise**."
6) Make appropriate revisions. *Save Performance Plan periodically*.
7) APPROVE THE REVISED PERFORMANCE PLAN by clicking "**Approve**" at the bottom of the Performance Plan. It is VERY IMPORTANT that the Supervisor APPROVE the revised Performance Plan. If the Supervisor does not click APPROVE after revising your Performance Plan, the system will not register your Performance Plan as complete (and you will not have a Performance Plan on which to base your Performance Evaluation at the end of the rating period)

If you want to give input to your revision, you can revise your Draft Performance Plan, print it out, and give a hard copy to your Supervisor. He/she can use that as input to the revisions on your Performance Plan.